

HELP OPTION ENHANCEMENT FOR INTERACTIVE VOICE RESPONSE SYSTEMS

ABSTRACT

A method for providing help within an interactive voice response application can include the step of determining an interactive voice response event corresponding to a request for help. The event can be classified as a default help request, which can be a system initiated help request, or a user initiated help request. If the event is classified as a default help request, a time for receiving user input can be set to a default value. If, however, the event is classified as a user initiated help request, the time for receiving user input can be set to a value less than the default value. The interactive voice response application can take programmatic action upon expiration of the time for receiving user input.